

FRISCO WEST WATER CONTROL AND IMPROVEMENT DISTRICT
OF DENTON COUNTY

AMENDED RATE ORDER

Effective February 1, 2023

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- Exhibit "A" Customer Service Inspection Certification
- Exhibit "B" Service Agreement
- Exhibit "C" Backflow Prevention Assembly Test and Inspection Request
- Exhibit "D" Application for Temporary Hydrant Meter
- Exhibit "E" Rules for Erosion and Sedimentation Controls

CERTIFICATE FOR ORDER

THE STATE OF TEXAS §
 §
COUNTY OF DENTON §

I, the undersigned officer of the Board of Directors of Frisco West Water Control and Improvement District of Denton County (“Board” or “Board of Directors”), hereby certify as follows:

1. The Board of Directors of Frisco West Water Control and Improvement District of Denton County convened in regular session on the 23rd day of January, 2023, within the boundaries of the District, and the roll was called of the members of the Board:

Jenifer Robison	President
Patrick Larue	Vice President
Billy Logsdon	Secretary
Chris Peterson	Assistant Secretary
Sumit Rekhi	Assistant Secretary

and all of said persons were present, thus constituting a quorum. Whereupon, among other business, the following was transacted at the meeting: a written

AMENDED RATE ORDER

was introduced for the consideration of the Board. It was then duly moved and seconded that the order be adopted, and, after due discussion, the motion, carrying with it the adoption of the order, prevailed and carried unanimously.

2. A true, full, and correct copy of the aforesaid order adopted at the meeting described in the above and foregoing paragraph is attached to and follows this certificate; the action approving the order has been duly recorded in the Board’s minutes of the meeting; the persons named in the above and foregoing paragraph are the duly chose, qualified, and acting officers and members of the Board as indicated therein; each of the officers and members of the Board was duly and sufficiently notified officially and personally, in advance, of the time, place, and purpose of the aforesaid meeting, and that the order would be introduced and considered for adoption at the meeting, and each of the officers and members consented, in advance, to the holding of the meeting for such purpose; the meeting was open to the public as required by law; and public notice of the time, place, and subject of the meeting was given as required by Chapter 551, Texas Government Code, and Section 49.063, Texas Water Code.

[Signature page follows]

SIGNED AND SEALED the 23rd day of January, 2023.

(SEAL)





Secretary, Board of Directors

AMENDED RATE ORDER

WHEREAS, Frisco West Water Control and Improvement District of Denton County (the "District") operates a water, sewer, and drainage system to provide service to residential and commercial establishments within the District and is also providing garbage services to residential and commercial establishments within the District; and

WHEREAS, the Board of Directors deems it necessary to amend its Rate Order; Now, Therefore,

BE IT ORDERED BY THE BOARD OF DIRECTORS OF FRISCO WEST WATER CONTROL AND IMPROVEMENT DISTRICT OF DENTON COUNTY THAT:

I. General Policies.

A. Definitions. For purposes of this Order, the following words or terms shall have the meanings indicated

1. "Builder" shall mean a person that constructs, or enters into a contract to construct, one or more Single Family Residences within the District.

2. "Commercial" shall mean and include any office building, hotel, retail store, clubhouse, warehouse, service station, or other establishment rendering a service or offering a product for sale to the public, and any establishment not generally considered a single-family residence.

3. "Commercial Waste" shall mean liquid carried sanitary sewage discharged from Commercial Customer Connections which is properly shredded and amenable to biological treatment and which may contain trace amounts of sand, grit, lubricants and other petroleum products commonly associated with Commercial establishments such as service stations and car wash facilities.

4. "Contractor" shall mean a person that performs site development work, installs or constructs infrastructure or utilities, or constructs a Structure or portion thereof, on behalf of a Builder or other Customer, or any other person performing any construction activities or trade services (including plumbers, electricians, carpenters and other tradesmen) within the political boundaries of the District.

5. "Customer" shall mean the person, firm, corporation or other entity which receives District services for a Residential, Commercial or other structure, whether the owner, renter, builder or lessee thereof. Inasmuch as this Order hereinafter makes it mandatory for each such structure to be connected to the District's System as soon as the District's System becomes operable, the term "Customer" shall mean and include the person, firm, corporation or other entity which requests District services for such structure at the time service becomes available to said structure. "Customer Connection" shall mean each separately metered Residential, Park and Recreational or Commercial facility that is physically connected to the District's System, whether occupied or not, and where appropriate, shall refer to the point of physical connection of such facility to the District's System. "Customer Service Inspection Certification" shall mean the

inspection and subsequent certification required to be provided to the District in the instances and in the manner set forth in this Order, and which shall be evidenced by the completion of a form which is attached heretofore as **Exhibit "A"**.

8. "Delinquent Bill" shall mean a bill for water and/or sanitary sewer service and/or other services, penalties and/or other charges of any nature hereunder imposed by the District, whether hereunder or pursuant to any Drought Contingency Plan or District order regulating waste including, without limitation, charges for solid waste collection and disposal services, which has not been paid by 5:00 p.m. on the 20th day of the month.

9. "District Representative" shall mean a representative, agent or employee of the District acting pursuant to the direction of the Board or General Manager.

10. "District's Engineer" shall mean the person, firm or corporation which the District has engaged to provide engineering services for Frisco West Water Control and Improvement District of Denton County.

8. "District's Operator" shall mean the person, firm, corporation, municipal corporation or political subdivision with which the District has contracted for operation and maintenance of the District's water, wastewater, storm water and paving.

9. "Domestic Waste" shall mean liquid carried sanitary sewage discharged from Residential Customer Connections (including Apartments) which is properly shredded and amenable to biological treatment, which is normally discharged from Residential food preparation and bathroom facilities, and which has biological oxygen demand (5-day) and total suspended solids concentrations not exceeding 200 milligrams per liter.

10. "Drought Contingency Plan" shall mean any drought contingency or water conservation plan now in effect or hereafter adopted by the District.

11. "Facilities" shall mean any and all wires, cables, fibers, duct spaces, manholes, poles, conduits, pipes, underground and overhead passageways, and other equipment, structures, plant and appurtenances, and all associated physical equipment placed in, on, under, or above, the public rights-of-way.

12. "Fire Line" shall mean a water supply line installed or constructed for the sole purpose of providing water during a fire or other emergency.

13. "General Manager" shall mean the person that is: (1) identified as the "Project Manager" the District's contract with the Operator; or (2) an employee of the District designated by the Board as the General Manager. The term "General Manager" includes any designee of the General Manager.

14. "Health Hazard" shall mean a cross-connection, potential contamination hazard, or other situation involving any substance that could, in the opinion of the District, cause death, illness, or spread of disease, or which has a high probability of causing such effects if introduced into the District's potable drinking water supply.

15. "Irrigation Water" shall mean non-tested and/or non potable well water used for irrigation purposes.

16. "Industrial Waste" shall mean waste other than Commercial Waste and Domestic Waste.

17. "Nontaxable Entity" as used in reference to "initial connection to the System," shall mean the owner of any property within the District that is exempt from the payment of ad valorem taxes levied by the District.

18. "Park and Recreational" shall mean landscaping in esplanades, green spaces, recreational areas and recreational facilities, existing primarily for the use and enjoyment of all or substantially all of the property owners within the District.

19. "Permittee" shall mean any individual, corporation, company, association, partnership, firm, limited liability company, joint venture, joint stock company, or association, or other such person or entity that has been given consent through registration/permit to perform construction and installation of facilities in public rights-of-way.

20. "Public Rights-of-Way" shall mean the area in, on, below, or above a public roadway, highway, street, sidewalk, alley, or waterway in which the District has an interest by ownership.

21. "Residential" shall mean and include only single-family residences and shall not include Apartments unless specifically stated herein to the contrary.

22. "System" as used herein, shall mean the water and/or sanitary sewer and/or storm sewer facilities of the District and all extensions and additions thereto, whether now in place or hereafter constructed.

23. "Temporary Hydrant Meter" shall mean a water meter installed by the District's Operator for temporary use of water from a fire hydrant only to be granted upon completion and acceptance of and pursuant to the terms and conditions set forth in the Application for Temporary Hydrant Meter, which is attached heretofore as **Exhibit "D"**,

II. Initial Connections to the District's System ("Taps").

A. Requirement to Connect to the District's System. Each structure within the District requiring water and/or sanitary sewer services shall be physically connected to the District's System as soon as the District has made water and sanitary sewer services available to such structure. It is the policy of the District that all properties within the District shall be physically connected to both the sanitary sewer System and water System of the District. In the event that both water and sanitary sewer services are not available to a property at the time a Customer Connection is applied for, the Board of Directors, in its sole discretion, may permit connection to the water System or sanitary sewer System without requiring connection to both the District's water System and sanitary sewer System upon determination by the District that an acceptable alternative water source or wastewater treatment source is available to such property. If both water and sanitary sewer services do not become available at the same time, and if the

District permits connection to the water System or sanitary sewer System without requiring connection to both, the water connection must be made at the time water service becomes available and the sanitary sewer connection must be made at the time sanitary sewer service becomes available.

1. Septic System and Private Water Supply Systems. The construction and operation of septic systems and private water supply systems within the District shall be prohibited, unless the prior written consent of the Board of Directors, on terms and conditions deemed acceptable to the Board of Directors in its discretion, is otherwise obtained and satisfactory arrangements are made with all regulatory agencies with jurisdiction over such matters.

2. Application for Water and Sanitary Sewer Connections. Each person desiring initial water and sanitary sewer service connections to the District's System shall notify the District's Operator, and shall sign and complete an application for such service and pay such fees as established by this Order. The application form may be amended by the District from time to time, as deemed appropriate, without the necessity of an amendment to this Order. No physical connection to the District's System shall be made until such application has been completed and such fees have been paid.

3. Tap Fees. The following fees shall be collected from the applicant by the District's Operator, or designated District representative, before physical connection is made to the District's System. Any customer located (outside the boundaries of the district) shall pay the rates and fees below at a rate of times two (outside district boundaries = cost x 2) (which fees shall include (i) a fee for connection to the District's System and (ii) the meter and meter box and installation thereof):

(i) Connection Fees:

- | | |
|--------------------------|---------|
| (a) Water Connection Fee | \$1,300 |
| (b) Sewer Connection Fee | \$1,500 |

(ii) Tap/Meter Fees:

- | | |
|---|---|
| (a) 3/4" by 5/8" Residential Connection | \$1,300 |
| (b) 1 1/2" Connection | \$2,200 |
| (c) 2" Connection | \$2,800 |
| (d) Greater than 2" Connection | District's cost of installation and materials, plus 200% of such costs. |
| (e) Nontaxable Entity Connection | District's cost of installation and materials, or 200% of such costs, provided that the total of all such amounts shall not be greater than the actual costs to the District for such work and for all facilities that are necessary to provide District services to the tract and that are financed or are to be financed in whole or in |

violation of the Rate Order. A copy of the BEACON Contract is available for review upon request.

(e) Connections by District Operator. Physical connection to the District's Water System shall be made by the District's Operator unless specified otherwise by the Board of Directors of the District. No person, other than the properly authorized agents of the District, shall be permitted to make any connection to the District's Water System, except for emergency fire-fighting purposes, or make any repairs or additions to or alterations in any meter, box, tap, pipe, cock or other fixture or appurtenance connected with the water service, or any manhole, main, trunk or appurtenance of the District's Sanitary Sewer System or Storm Sewer System except by the written permission of the Board of Directors of the District.

(f) Submission of Plans for Commercial and Apartment Customer Connections. Each applicant for a Commercial or Apartment Customer Connection shall, not less than thirty (30) days prior to the requested connection date, submit to the District's Engineer or other party designated by the Board of Directors of the District, the following information:

(i) Engineering drawings (one PDF set of construction drawings for District purposes) signed and sealed by a Registered Professional Engineer of the State of Texas indicating details of building water distribution facilities, materials to be used and the location, size and number of proposed connections to the District's System;

(ii) The legal description of the land to be served by the District's System and a copy of the recorded plat of same; and

(iii) A general description of the type of proposed Commercial establishment (including Apartments) and, if applicable, a description of the special measures taken in order to prevent any possible Industrial Waste and/or unauthorized Commercial Waste from entering the District's sanitary sewer System.

In recognition of the District's obligation to protect and maintain public health, the District's Engineer or other party designated by the Board of Directors of the District shall review the information presented and may approve or reject the application, request that further information be submitted prior to approval of the application, or require modifications to be made to the plans, including without limitation, requiring the installation of backflow preventors, grease traps, grinders, sampling wells, and/or pretreatment units as may be deemed necessary or appropriate for the protection of the District's System. The Customer shall be responsible for payment of all costs in connection with the review of said information. Customer shall be notified in writing as to the basis for rejection of its application. Failure to construct the facilities in accordance with approved drawings shall constitute a basis for denial of District services. If the application information is not timely provided, the District shall not be held responsible for delays in the installation of water and sanitary sewer connections or the provision of District services. Payment of tap fees to the District's Operator prior to the

approval of plans shall not be considered approval of said plans or approval for connection to the District's System. Any unauthorized physical connection to the District's System may be removed without notice at the expense of the person or firm causing such connection to be made.

(g) Builder Deposit. Upon each application for a new Customer Connection, the applicant (whether property owner, builder or other) (the "Applicant") shall pay a security deposit in the amount of \$500 (which deposit shall apply to each connection of such Applicant, (the "Builder Deposit"). The Builder Deposit is solely to secure the payment of costs to repair any District facilities damaged by the Applicant or other parties during the construction of the house, building or other improvement on the applicable property ("Builder Damages") or against any delinquent amount owed to the District by the Applicant with regard to such connection. The Applicant shall be held responsible for any violation of the District's stormwater, erosion and sediment control measures that are further described in Exhibit E, as well as Builder Damages. The Applicant shall reimburse the District for any fees related to violations under the rules described in Exhibit E and all costs incurred in repairing the Builder Damages associated with each separate connection.

After inspection by the District's Operator, the District may utilize the Builder Deposit to pay for any repairs to the District facilities made necessary by the Applicant's construction activities or any delinquent amount owed to the District by the Applicant as relates to each separate connection. If the Builder Deposit is not sufficient to pay for such Builder Damages or delinquent amount owed to the District associated with each separate connection, the Applicant shall pay such outstanding balance due. No additional connections to the District's System shall be permitted related to any Applicant who has outstanding Builder Damages or delinquent amounts owed to the District as relates to any connection.

The District shall refund each separate Builder Deposit upon completion of the house, building or other improvement related to each separate connection, final inspection by the District's operator, confirmation of no outstanding amounts owed to the District with regard to such connection and the establishment of a new Customer account and such Customer deposit paid to the District by such new Customer at the connection address. No interest will be paid by the District on the Builder Deposit.

5. Sanitary Sewer Inspections.

(a) Sanitary Sewer Inspections. For Commercial Customer Connections, a fee of \$125.00 shall be charged by the District for each grease trap, sampling well or pretreatment unit installation inspection, which installation inspection fee shall be in addition to the monthly fee. Customer shall notify the District's Operator prior to any such connection being made. Customer shall again notify the District's Operator after the physical connection has been made and a District Approved Inspector shall inspect and approve the connection. A copy of a properly completed Sanitary Sewer Inspection Certification shall be provided by the Customer to the District prior to backfilling of the area and prior to the commencement of sanitary sewer service.

For Residential Customer Connections, District Approved Inspector shall perform the inspection and the Customer shall provide the necessary certification to the District. Installations which fail to conform to said rules will be denied. Customer shall be notified in writing as to the basis for such denial. After noted deficiencies have been corrected, a sanitary sewer connection reinspection shall be made at no charge for Residential Customer Connections and for Commercial, Nontaxable Entity and Apartment Customer Connections. The cost of the initial inspection is included in the Sewer Connection Fee.

If subsequent reinspections are required before the sanitary sewer connection and service lines are found in compliance with the District's rules, an additional sanitary sewer reinspection fee of \$75.00 for Residential Customer Connections and \$150.00 for Commercial, Nontaxable Entity and Apartment Customer Connections shall be charged for each such reinspection.

(b) Customer Service Inspection Certification. Prior to the District providing continuous water service to (i) any new construction after installation of the meter; (ii) any existing Customer Connection when the District, in its sole discretion, has reason to believe that a cross-connection or potential contamination hazards exist; or (iii) any existing Customer Connection after any material improvement, correction or addition to the private water distribution facilities, a properly completed Customer Service Inspection Certification shall be provided by the Customer to the District. "Continuous" water service, with respect to new construction, shall be deemed to commence upon the transfer of service from the builder of a building, residence, or other establishment to the initial occupant or user thereof. For Residential Customer Connections, District Approved Inspector shall perform the inspection and the Customer shall provide the necessary certification to the District.

For Commercial (including Apartment) Customer Connections, District Approved Inspector shall perform the inspection and the Customer shall provide the necessary certification to the District.

Should a Customer fail to provide to the District a properly completed Customer Service Inspection Certification, water service to such Customer will be terminated by the District and service shall not be restored by the District until the required Customer Service Inspection Certification form is provided.

(c) Inspection. In accordance with applicable rules of the Texas Commission on Environmental Quality, any person desiring water and sanitary sewer services from the District must notify the District's Operator prior to making any improvement or starting any construction on property within the District if such improvement, construction or equipment used in connection therewith will be within or in close proximity to easements, rights-of-way or property where District facilities are located. The District's Operator shall inspect each property or location at which the improvement or construction is to take place prior to commencement of same to verify the location and condition of District facilities on the property. Upon receipt of instructions from the contractor or builder that construction of the facility or

improvement is complete and prior to the transfer of the account to the subsequent Customer, the District's Operator shall make a final inspection of the water tap, meters and all other District facilities located on or around the property in question to verify the condition of such facilities. If damage to any District facilities is found, the District's Operator will repair such facilities and the builder or contractor will be responsible for payment of all costs incurred prior to the initiation of services to the property.

6. Temporary Water Service. Withdrawal of water from flushing valves or fire hydrants or other appurtenances of the District's System without prior approval of the District, except for emergency fire-fighting purposes, is prohibited. The District's Operator shall be authorized to make a temporary connection to any fire hydrant or flushing valve upon request for temporary water service within the area of the District. Such temporary service shall be provided only through a District meter installed by the District's Operator. The applicant for temporary water service shall be required to post a deposit of \$1,400 (\$200 of which is non refundable) which shall secure the payment for water supplied by the District, the installation fee, the safe return of the District's meter and fire hydrant wrench, and the cost of repair of any damage by a user of the hydrant. The fee for temporary water service shall be \$3.00 per 1,000 gallons of water delivered through the meter. Temporary water service may be supplied outside the area of the District only with the express authorization of the Board of Directors of the District.

III. Rates and Fees for Water and Sanitary Sewer Services, Solid Waste Collection, Fire Protection and Emergency Medical Services.

A. Application Fee. Each prospective Customer desiring water and sanitary sewer service and solid waste collection and disposal services shall be required to provide appropriate information in order to obtain such service and shall pay an application fee. The District shall charge each Residential Customer a non-refundable application fee of \$10.00, due upon request for start of service with the submittal of a Service Agreement. The District does not provide solid waste collection services to Commercial or Apartment Customers.

1. Transfer Fee and Security Deposit For Utility and Waste Services. A non-refundable transfer fee of \$50.00 shall be charged for each Customer. Each Residential and Commercial Customer shall also pay a security deposit of \$150.00 and \$200, respectively. Upon final termination of service, such deposit shall be credited against amounts owed to the District and any balance refunded to the Customer within forty-five (45) days after termination of service. The District shall not be required to pay interest to the Customer on such security deposit. Further, any Customer whose service is terminated pursuant to Section 4.02 hereof shall pay such deposit (if such Customer has not previously paid a security deposit) before Customer's service is restored. No service shall be restored until such fees and deposits have been received by the District.

2. Monthly Rates for Residential and Commercial Water Service. The following rates per month, or any part thereof, shall be charged for Residential and Commercial water service furnished by the District to each Customer Connection

within the boundaries of the District in every instance in which a different charge is not expressly and clearly provided for herein:

(a)	Monthly base rate	\$22.50
Volume Rate Per 1,000 Gallons		
(b)	1-----5,000	\$3.50
(c)	5,001-----10,000	\$4.50
(d)	10,001-----15,000	\$5.50
(e)	15,001-----20,000	\$6.50
(f)	20,001-----Above	\$7.50

3. Monthly Rates for Residential and Commercial Sanitary Sewer Service. The following rates per month, or any part thereof, shall be charged for Residential and Commercial sanitary sewer service furnished by the District to each Customer Connection within the boundaries of the District in every instance in which a different charge is not expressly and clearly provided for herein:

(a)	Monthly Base Rate	\$42.50
Volume Rate Per 1,000 Gallons		
(b)	1-----4,000	\$0.00
(c)	4,001-----15,000:	\$3.50
(d)	Monthly Flat Rate 15,001-----Above	\$81.00

4. Monthly Rates for Water Service to Park and Recreational. The following rate per month, or any part thereof, shall be charged for Park and Recreational Facilities water service furnished by the District.

Monthly base rate	\$22.50 per meter
Additional charge per 1,000 gallons of water metered:	\$4.50

5. Monthly Rates for Sanitary Sewer and Irrigation to Park and Recreational Facilities. The following rate per month, or any part thereof, shall be charged for Park and Recreational Facilities.

Monthly base rate:	\$30.00 per meter
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6. Out-of-District Service Charges. Customers outside the District's boundaries which have been connected to the District's water or sewer system shall be billed at a rate of three times the stated rates charged customers within the District for service from the District's water and sewer system. Fees for connection to the District's water or sewer system shall be billed at a rate of one and one-half times the rate charged for connections made within the District.

7. Regulatory Assessments and Fees. The regulatory assessments and fees imposed shall be billed and collected in the manner set forth in this Rate Order and all Customers of the District shall be subject to penalties and/or termination of service for failure to pay said regulatory assessments and fees when due in the manner set forth herein.

(a) Texas Commission on Environmental Quality Assessment. The water and sanitary sewer service rates set forth above do not include a regulatory assessment equal to one-half of one-percent of the charge for water and/or sewer service, as provided by Section 5.235(n), Texas Water Code, as amended. Such assessment shall be added to each Customer's bill.

8. Drought Contingency Plan. The water and sanitary sewer rates set forth above do not include any additional fees or charges imposed by the District during any drought response stage pursuant to the Drought Contingency Plan. Any such additional fees and charges, and any penalties under the Drought Contingency Plan, shall be billed and imposed by the District in accordance with the Drought Contingency Plan and shall be in addition to fees or charges under this Order, unless otherwise set forth in the Drought Contingency Plan.

9. Bulk Rates. The water and sanitary sewer service rates set forth above shall not be construed to prevent the District from furnishing water and/or sanitary sewer service to any Customer at a bulk rate if deemed advisable by the District, with such rate to be determined on a case by case basis.

10. Policies Governing Services.

(a) Service Agreement, No Reduced Rates or Free Service. All Customers receiving services from the District shall be subject to the provisions of this Order shall enter into a Service Agreement in the form attached hereto as **Exhibit "B"** and shall be charged the rates established in this Order, and no reduced rate or free service shall be furnished to any Customer; provided, however, this provision shall not prohibit the District, upon good cause shown, from establishing reasonable classifications of Customers for which rates differing from the rates stated herein may be adopted.

(b) Entitlement. Customers are not guaranteed a specific quantity or pressure of water or specific capacity in sewer facilities for any purpose whatever; in no instance shall the District be liable for failure or refusal to furnish water or any particular amount or pressure of water or to provide capacity in sewer facilities or to collect solid waste.

(c) Unauthorized and Extraordinary Waste. The water and sewer service rates established herein are applicable for ordinary Domestic Waste normally considered to have a biological oxygen demand (five day) and total suspended solids of 200 milligrams per liter. Customers discharging, whether intentionally or unintentionally, non-Domestic Waste into the District's System will be assessed additional charges as established by District based on the volume and concentration of the proposed waste, as well as costs of remediation and/or repairs to the System occasioned as a consequence of such discharge, in addition to any other penalties set forth herein and, in any order, regulating waste heretofore or hereafter adopted by the District. Customers proposing to discharge or discharging certain Commercial Waste, including Commercial Waste from food processing or other food handling establishments, will be required to install garbage grinders and may be required to install grease traps or pretreatment units when so ordered by the District following the evaluation of the effects of high concentrations of organics on the System. Customers which are required to install garbage grinders, grease traps or other types of pretreatment units shall maintain same in good working condition, which shall include, but not be limited to, regular cleaning. The District shall have the right to inspect such pretreatment units, and, in order to protect the District's facilities, reserves the right, if Customer has failed to do so, to perform the required maintenance at Customer's expense and/or to discontinue service to Customer. The District's current waste discharge permit prohibits the introduction of Industrial Waste into the System. All Customers of the District's sanitary sewer System shall be subject to the terms and conditions of any order regulating waste heretofore or hereafter adopted by the District, pursuant to the terms of which the District may establish rates and charges to produce revenues to pay such additional costs incurred by the District in connection with such Industrial Waste. Further, the District shall have the right to terminate service to any Customer which violates any such order regulating waste and the penalties specified hereof shall apply, in addition to any other penalties or other charges specified in such order or herein. The District's Operator shall have rights of ingress and egress to Customer's property in order to carry out the provisions of this Section.

11. Plumbing Regulations. The following plumbing regulations are, pursuant to Texas Commission on Environmental Quality regulations, applicable to all Customers of the District:

(i) No direct connection between the District's water System and a potential source of contamination shall be permitted; potential sources of contamination shall be isolated from the District's water System by an air gap or an appropriate backflow prevention device in accordance with applicable Texas Commission on Environmental Quality requirements and/or as otherwise required by the District in its reasonable discretion;

(ii) No cross connection between the District's water System and any private water system shall be permitted, and any potential threat of cross connection shall be eliminated at the service connection by the installation of an air gap or a reduced pressure-zone backflow prevention device;

(iii) No connection which allows water used for condensing, cooling or industrial processes, or water from any other system of nonpotable usage over which the District does not have sanitary control to be returned to the District's water System shall be permitted;

(iv) No pipe or connection which allows water to be returned to the public drinking water supply is permitted;

(v) The use of pipes and pipe fittings that contain more than 8.0 percent lead, or solders and flux that contain more than 0.2 percent lead is prohibited for installation or repair of the District's water supply System and for installation or repair of any plumbing in any Residential or Commercial facility providing water for human consumption and connected to the District's water supply System. This requirement may be waived for lead joints that are necessary for repairs to cast iron pipe; and

Notwithstanding anything to the contrary contained herein, the District reserves the right to inspect each Customer's property at any time for possible cross connections and other potential contamination hazards in violation of this Order. The Customer shall, upon receipt of notice from the District, immediately correct any potential contamination hazard existing on his premises to prevent possible contamination of the District's water System. The existence of a serious threat to the integrity of the District's water System shall be considered sufficient grounds for immediate termination of water service. Water service will be restored only when the source of potential contamination no longer exists, or when sufficient additional safeguards have been taken to protect the District's water System from contamination, and a Customer Service Inspection Certification confirming the correction of a potential contamination hazard has been submitted to the District.

12. Backflow Prevention Requirements. No water connection from the District's System shall be allowed to any Customer Connection where the District, in its sole discretion, has reason to believe that an actual or potential contamination hazard exists unless the District's System is protected from contamination. The following backflow prevention requirements are applicable to all Customers of the District:

Backflow prevention assemblies shall be installed, tested and maintained, at the Customer's expense, at any Customer Connection in accordance with applicable Texas Commission on Environmental Quality requirements and/or as otherwise required by the District in its reasonable discretion.

The use of a backflow prevention device at the service connection shall be considered additional backflow protection and shall not negate the use of backflow prevention on the internal hazards of any Customer Connection as outlined and enforced by applicable Texas Commission on Environmental Quality regulations and/or local plumbing codes.

The District's Operator shall install and test any backflow prevention assembly required to be installed at any Customer Connection pursuant to this Order, and shall complete and retain in the District's files for recordkeeping purposes an original Backflow Prevention

Assembly Test and Maintenance Report ("Test Report"), in the form attached to this Order as **Exhibit "C"**. The District shall charge the Customer \$75.00 for the District's cost of the installation of the backflow prevention assembly and the initial test thereof for any installation subsequent to the installation of the initial backflow prevention assembly, and \$75.00 for each annual test performed on such assembly.

13. Monthly Rates for Solid Waste, Recycling and Disposal Services. Solid waste collection, recycling and disposal services will be provided to Residential Customers only within the boundaries of the District. Each Customer shall accept such services and the following rate per month, or any part thereof, shall be charged for each Residential Separate Connection for solid waste collection, recycling and disposal services furnished by the District in every instance in which a different charge is not expressly provided for herein:

(a) Monthly Rate. Residential Customers within the boundaries of the District shall pay a Monthly Rate of \$20.66 for solid waste collection, recycling and disposal services.

(b) Carts. The District shall provide one (1) solid waste collection cart and one (1) recycling collection cart at the commencement of service at a residence. On collection days, Customers shall place the carts in a location that is readily accessible for collection, not to exceed three (3) feet from the curb or edge of the travel portion of the street, road or alley, and not be located in a manner that will block the driveway or mailbox or otherwise inhibit service.

(c) Ownership of Carts. The carts furnished by the District shall remain the property of the District. The Customer shall be responsible for all loss or damage to the carts, except for normal wear and tear. Any cart removed from a residence shall be deemed lost, and the District shall be entitled to compensation.

(d) Costs for Carts. In the event that a cart should be lost or damaged, the District agrees to replace such lost or damaged cart with a new cart, at a cost equal to the actual cost to the District to cover all costs associated with replacement. If a Customer desires an additional solid waste or recycling cart, such Customer shall pay an additional sum equal to fifty percent (50%) of the then current Monthly Rate.

14. Fire Protection and Emergency Medical Services Charge. The District and the Town of Little Elm executed an interlocal agreement for the provision of fire protection and emergency medical services for the District. Under the terms of the interlocal agreement, the District is charged on a per household basis. In order to cover the costs associated with fire protection and emergency medical services, the District will charge each household within the District a fifteen-dollar (\$15.00) fire protection and emergency services fee.

IV. Delinquency in Payment; Penalty; Discontinuation and Termination of Service.

1. Penalty for Failure to Pay Bill Before Delinquency. A charge of fifteen percent (15%) of the amount of the Customer's bill shall be added to the Customer's bill when such Customer has failed to pay any bill before it becomes a Delinquent Bill. A charge of \$15.00 shall also be added to a Customer's bill for each

written notice of delinquency sent to a Customer. If a Customer's bill, or any part thereof, becomes a Delinquent Bill, the Delinquent Bill plus the penalty thereon shall be immediately due and payable. A charge of \$30.00 shall be imposed for each returned check notice forwarded to a Customer as a result of a Customer's check being returned by a bank for any reason. Should for any reason a Customer's check or automatic bank draft ("ACH") be returned by a bank twice within the span of a six (6) month period, the Customer will be restricted to making payments by money order, cashier's check, or credit card.

2. Termination of Service.

(a) Notice of Termination. The District shall have the right to terminate service and cut off the supply of water to a Customer and/or a Customer's access to the District's sanitary sewer System at any time after its bill becomes a Delinquent Bill or upon violation by the Customer of any order regulating waste heretofore or hereafter adopted by the District. The Customer shall, by written notice mailed to the Customer's address as reflected in the records of the District, be notified of the delinquency or violation and the date on which service shall be terminated if the account (including delinquent charges and penalty) is not paid in full or the violation corrected, which date shall not be less than five (5) days from the date such notice is sent. With respect to a Delinquent Bill, such notice shall state the place and time at which the account may be paid and that any errors in the bill may be corrected by contacting the billing company, whose telephone number shall also be given in such notice. All notices of termination shall state that the Customer has the right to appeal such termination to the Board of Directors of the District. The District will not terminate service or charge a late fee during an Extreme Weather Emergency as further described in **Exhibit "F"**.

(b) Non-Payment and Disconnect Fee. If the delinquent account (including any non-delinquent portion thereof), including penalty and all other charges then due and owing, has not been paid in full or the violation corrected by 11:59 p.m. on the evening prior to the proposed termination date, or if the Customer's service was terminated as necessary for any other reason due to the action or inaction of the Customer, then a fee in the amount of \$75.00 ("Non-Payment and Disconnect Fee") shall be automatically applied to the Customer's account and service shall then be discontinued unless otherwise agreed by the Board of Directors of the District. In the event an account is disconnected by the District, a notice of termination of service will be attached to the Customer's meter in addition to the other notice items provided herein. An account shall be considered paid in full upon receipt of payment by the District. In addition to the Non-Payment and Disconnect Fee, a charge of \$45.00 shall be imposed during business hours for the restoration of service discontinued pursuant to this section. "Business Hours" shall mean 8 a.m. through 4:30 p.m. A charge of \$200.00 shall be imposed for restoration of service if the restoration does not occur during Business Hours. Payment of the unpaid account, including penalty and all other charges then due and owing plus any required deposit, shall be paid in cash, cashier's check or money order prior to restoration of water service where service has been terminated and/or disconnected because of the Customer's failure to pay a bill before it became a Delinquent Bill.

(c) Drought Contingency Plan Violation. If the District determines the existence of a serious threat to the integrity of the District's water supply or a violation of the District's Drought Contingency Plan currently in effect, the District, in its sole option may, in addition to all other legal remedies set out in this Rate Order, immediately terminate service to the Customer. The District shall provide written notice to the Customer of the termination and the process to have the Customer's service reconnected, including any fees and penalties incurred as a result of the violation(s) of the Drought Contingency Plan and the termination of services. Such notice shall state the place and time at which the fees and penalties may be paid and the contact information for the billing company to reconnect service. All notices shall state the Customer has the right to appeal such termination to the Board of Directors of the District. Upon termination of the Customer's service, a Disconnect Fee in the amount of \$75.00 shall be automatically applied to the Customer's account. If service has been disconnected to any Customer for reason of violation(s) of the Drought Contingency Plan, then the Customer shall be charged a reconnect fee of \$45.00 upon the Customer's request to reconnect. An additional charge of \$45.00 shall be imposed for the restoration of service if the restoration does not occur during Business Hours as detailed above.

3. Discontinuing Service Upon Request of a Customer. Whenever a Customer of the District requests that water and sewer service be temporarily discontinued, Customer shall notify the District's Operator at least two days prior to the time that such service discontinuation is desired. A charge of \$5.00 shall be made for restoring water service when such service is discontinued and restored at the request of the Customer and the Customer is not delinquent in the payment of any bill at the time of either request.

4. Owners and Tenants. The owner of any property designated to receive service according to the terms of this Order is responsible for all fees and charges due to the District for service provided to such property. If any owner has signed an "Alternate Billing Agreement for Rental Accounts," available from the District's Operator, the District may bill a tenant for service as a third party, but the owner remains fully responsible for any and all unpaid fees and charged of the tenant. The District may notify an owner of a tenant's past due payment status, subject to service charges.

V. Permit Fees and Damage to District Facilities.

1. Temporary Access Permit. Property owners within the District may request permission from the Board to access District property in order to assist with the completion of a construction project on the resident's property. Upon approval of an access request, the resident will be required to submit a \$650.00 fee for the access permission letter from the Board. The \$650.00 fee will be applied toward any costs incurred by the District for the District's consultants to review the access area prior to and upon completion of the construction project.

2. R-O-W Permit. Any contractor performing work within a District right-of-way will submit the application for a right-of-way permit to the

General Manager of the District along with the complete plans for the facilities to be constructed or installed and the related State-Issued Certificate of Franchise Authority, if applicable.

3. Drainage Permit. In the event that a property owner within the District would like to install drainage items to direct water runoff to a nearby storm sewer, the property owner will need to obtain a permit from the District. The property owner shall be responsible for all costs incurred by the District in connection with the District's consultants review of the proposed drainage items.

4. Damage to Meters and Appurtenances. No person other than a duly authorized agent of the District shall open any meter box, repair, alter, adjust, damage, remove, make connections or additions to or in any other way take any action which affects any meter, meter box, service line or other water and/or sewer System appurtenance. The District reserves the right to immediately and without notice remove the meter or disconnect water service to any Customer whose meter, meter box, service line or other System appurtenance has been tampered with or altered in any way, or who has reconnected service which was terminated by the District. The District shall assess repair costs, including any labor and material costs, to Customer plus a tamper fee of \$75.00 ("Tamper Fee").

5. Right to Repair. In recognition of the District's obligation to protect and maintain the public health, the District reserves the right to repair damage to the District's System and appurtenances without prior notice, and to assess against Customer such costs, including attorneys' fees, and such penalties as are provided in this Order or otherwise provided by law or legally available to the District, in addition to those charges necessary to repair the portion of the System so damaged.

6. Obstructions. After a water meter has been set, the Customer shall at all times keep the area in, around and upon the meter and box and District easements and property under Customer's control free from rubbish or obstructions of any kind. Failure to keep the meter and box and District easements and property under Customer's control free from rubbish or obstructions may result in disconnection of water services and/or the assessment of charges necessary to remove said obstructions. Customers are prohibited from introducing material into the District's Sanitary Sewer System which would cause obstruction of said System. In the event that an inspection by the District's Engineer or District's Operator reveals damage to the sanitary sewer System resulting from a Customer's failure to prevent obstructions from entering said System, the District reserves the right to immediately and without notice remove the obstruction. Any District costs for removal of obstructions, including the cleaning of grease traps or other pretreatment units, plus a District administration fee of fifty percent (50%) of said costs, shall be assessed to Customer. In the event a Customer requests Operator to inspect an obstructed line and the Operator's inspection determines that the obstruction is located in the Customer's line and not a District line, the Operator shall charge a service call fee of \$300.00 to the Customer. The District's Operator shall have rights of ingress and egress to Customer's property in order to carry out the provisions of this Section.

7. Storm Sewer System. The use of the District's storm sewer System is limited solely to storm waters. No other liquids or solids, including but not limited to, grass or yard clippings, trash, construction materials, oils or grease, shall be introduced into the District's storm sewer System. It shall be a violation of this Order to introduce unauthorized material, whether liquid or solid, into the District's Storm Sewer System and the District reserves the right to assess such penalties as provided in this Order to any person, corporation, or other entity who makes such unauthorized use of the District's Storm Sewer System.

VI. Hidden Water Leaks and Payment Plans.

Definitions. For purposes of this section, the following words or terms shall have the meanings indicated:

A. "Greatest Normal Usage" shall mean that amount of water metered at the customer's service location in the billing month of greatest consumption during the previous twelve (12) consecutive billing months, the greatest consumption during any prior billing month, prorated to the number of days in the billing month for which the adjustment is requested.

B. "Hidden Water Leak" shall mean any leak of a water pipe, line, or other water conveyance equipment caused by deterioration, corrosion, natural forces, or other similar cause which is not immediately and reasonably detectable from the surface of the ground.

C. "Substantial Increase in Water Usage" shall mean an increase in the amount of water metered and billed at the Customers' service location for the billing month for which the adjustment is requested which is in excess of fifty (50) percent of the Greatest Normal Usage for that service location.

D. Request for Adjustment. Any Customer who is billed for a substantial increase in water usage during any one (1) billing month due to a Hidden Water Leak may request and receive an adjustment in the amount billed for water and sewer usage for that month in accordance with the provisions of this section.

E. Written Request. Any Customer requesting an adjustment pursuant to this section shall make the request in writing to the District's Operator. A request for an adjustment based upon a hidden water leak shall state the location and cause of the leak, the date it was discovered, and the date of and person making the repair, with attached copies of repair bills. All requests shall be submitted within thirty (30) days of the due date of the monthly bill for which an adjustment is sought. Customers are allowed only one (1) leak adjustment every twelve (12) months with proof of receipt and written request.

F. Adjustment Allowed. A request for an adjustment in a monthly bill for water and sewer usage may be granted if it meets the following conditions:

1. A request, with all required information, is filed within the required time of thirty (30) days of the due date of the monthly bill for which the adjustment is sought;

2. The requested adjustment is for a monthly billing in which there was a substantial increase in water usage resulting from a Hidden Water Leak; and

3. There has not been an adjustment made in the monthly billing for water and sewer usage at the same service location within the prior twelve (12) months under the provisions of this section.

G. Amount of Adjustment. If an adjustment is granted under this section, the Customer's account shall be adjusted by billing the Customer using the Greatest Normal Usage, as defined herein.

VII. Penalties for Violation; Attorney's Fees and Court Costs.

Any person, corporation or other entity who:

1. violates any section of this Order or any order regulating waste heretofore or hereafter adopted by the District; or

2. makes unauthorized use of District services or facilities; or

3. violates the District's Rules and Regulations Governing Sewer Lines and Sewer Connections or any other rules or regulations of the District shall be subject to a civil penalty of not less than \$100.00, and in no event to exceed \$5,000, for each breach of the foregoing provisions. Each day that a breach continues shall be considered a separate breach. The amount of any penalty levied by the District shall be established by the District's Board of Directors after reasonable notice to the violator and a public hearing relative to such matter before the Board of Directors. Penalties levied shall be in addition to such other penalties as are provided in this Order or any order regulating water and sewer lines or connections heretofore or hereafter adopted by the District, any other penalties provided under the laws of the State of Texas, and any other right of recovery that the District may have for damages or otherwise under applicable law. Notwithstanding the foregoing, in no event shall the District levy a penalty that is in excess of the jurisdictional limit of the justice court as provided by Section 27.031, Texas Government Code, as amended. In addition to the enforcement provisions set forth in this Order, the provisions of this Order, including any penalties levied hereunder, may be enforced by complaints filed in the appropriate court of jurisdiction in the county in which the District's principal office or meeting place is located. If the District prevails in any suit to enforce its rules, it may, in the same action, recover reasonable fees for attorneys, expert witnesses and other costs incurred by the District before the court. The amount of attorney's fees shall be fixed by the court.

VIII. Appeal.

Any determination by District's Operator or District's Engineer or authorized agent of the District or any dispute regarding the terms and provisions of this Order may be appealed to the Board of Directors of the District which shall conduct a hearing on the matter. All appeals must be presented by Customer in writing to the Board of Directors of the District. Customers have six (6) months from the date of receipt of a bill from the District to file an appeal. All written appeals must be submitted to the Operator at least 72 hours prior to a meeting of the Board of

Directors. In order to maintain service during the pendency of any such appeal in connection with fees or charges assessed hereunder, Customer shall pay the undisputed portion of all amounts, including service charges, penalties and other charges, due and payable to the District. Any amounts which are paid by the Customer and subsequently determined by the Board of Directors not to have been due shall be refunded to the Customer or credited against future bills, at the discretion of the District. The District's Operator and/or attorney shall provide Customer with information regarding appeals and hearing procedures upon Customer's request.

IX. Amendments.

The District's Board of Directors has and specifically reserves the right to change, alter or amend any rate or provision of this Order at any time.

X. Severability.

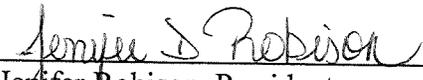
The provisions of this Order are severable, and if any provision or part of this Order or the application thereof to any person or circumstances shall ever be held by any court of competent jurisdiction to be invalid or unconstitutional for any reason, the remainder of this Order and application of such provision or part of this Order shall not be affected thereby.

XI. Effective Date.

This Order shall supersede any prior service rate order of the Board and shall be effective from and after February 1, 2023.

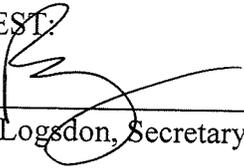
[Signature page follows]

APPROVED, ORDERED AND ADOPTED this 23rd day of January, 2023.



Jennifer Robison, President

ATTEST:



Billy Logsdon, Secretary

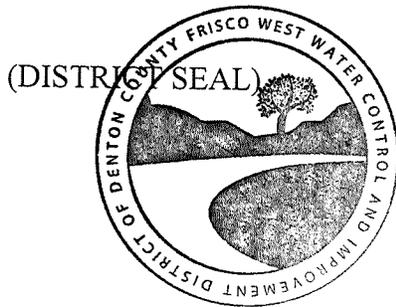


Exhibit "A"



Texas Commission on Environmental Quality

Customer Service Inspection Certificate

Form TCEQ-20699 - Instructions

General Instructions:

The purpose of form TCEQ-20699 is to certify the identification and prevention of cross connections, potential contaminant hazards, and illegal lead materials as per *Title 30 of the Texas Administrative Code(30 TAC) 290.46(j)(4)*. The form can be completed one of two ways:

1. The form can be printed and completed manually, or;
2. The form can be completed electronically through an electronic medium (tablet, laptop computer, etc.). The yellow areas on the form can be completed electronically.

NOTE: *The form is intended to be completed on-site while the inspection is occurring. If the form is completed electronically, the electronic device must also be on-site for proper use of this form.*

The form must be printed and signed by the Inspector that performed the work. The hardcopy original or a copy must be provided to the Public Water System (PWS) for record keeping purposes as specified in *30 TAC §290.46(f)(3)(E)(iv)*.

Specific Instructions:

Please follow these instructions when completing Form TCEQ-20699:

1. Check boxes: If completing the form electronically, all check boxes are highlighted in yellow and can be selected to make the desired indication. Selecting a box will insert an "X" in the box.
2. Remarks: The "Remarks" section of the form is expandable, which means your final report can be more than one page. Make sure to include all pages when submitting to the local water purveyor.
3. Due to there being three (3) different licensed individuals that can fill out this form: TCEQ Licensed Customer Service Inspector, Licensed Plumbing Inspector or Licensed plumber with Water Supply Protection Specialist endorsement. Please provide your title.

Texas Commission on Environmental Quality
Customer Service Inspection Certificate

Name of PWS:	
PWS ID #:	
Location of Service:	

Reason for Inspection:	
New construction	<input type="checkbox"/>
Existing service where contaminant hazards are suspected	<input type="checkbox"/>
Material improvement, correction or expansion of distribution facilities	<input type="checkbox"/>

I _____, upon inspection of the private water distribution facilities connected to the aforementioned public water supply do hereby certify that, to the best of my knowledge

Compliance	Non-Compliance	
<input type="checkbox"/>	<input type="checkbox"/>	(1) No direct or indirect connection between the public drinking water supply and a potential source of contamination exists. Potential sources of contamination are isolated from the public water system by an air gap or an appropriate backflow prevention assembly in accordance with Commission regulations.
<input type="checkbox"/>	<input type="checkbox"/>	(2) No cross-connection between the public drinking water supply and a private water system exists. Where an actual air gap is not maintained between the public water supply and a private water supply, an approved reduced pressure principle backflow prevention assembly is properly installed.
<input type="checkbox"/>	<input type="checkbox"/>	(3) No connection exists which would allow the return of water used for condensing, cooling or industrial processes back to the public water supply.
<input type="checkbox"/>	<input type="checkbox"/>	(4) No pipe or pipe fitting which contains more than 8.0% lead exists in private water distribution facilities installed on or after July 1, 1988 and prior to January 4, 2014.
<input type="checkbox"/>	<input type="checkbox"/>	(5) Plumbing installed on or after January 4, 2014 bears the expected labeling indicating $\leq 0.25\%$ lead content. If not properly labeled, please provide written comment.
<input type="checkbox"/>	<input type="checkbox"/>	(6) No solder or flux which contains more than 0.2% lead exists in private water distribution facilities installed on or after July 1, 1988.

I further certify that the following materials were used in the installation of the private water distribution facilities:

Service lines:	Lead <input type="checkbox"/>	Copper <input type="checkbox"/>	PVC <input type="checkbox"/>	Other <input type="checkbox"/>
Solder:	Lead <input type="checkbox"/>	Lead Free <input type="checkbox"/>	Solvent Weld <input type="checkbox"/>	Other <input type="checkbox"/>

Remarks:	

I recognize that this document shall be retained by the aforementioned Public Water System for a minimum of ten years and that I am legally responsible for the validity of the information I have provided.

Signature of Inspector:	License Type:
Inspector Name(Print/Type):	License Number:
Title of Inspector:	Date / Time of Insp.: / /

A Customer Service Inspection Certificate should be on file for each connection in a public water system to document compliance with 30 TAC § 290.44(h)/290.46(j).

Exhibit "B"

Service Agreement

- I. **PURPOSE.** Frisco West Water Control and Improvement District of Denton County (the "District") is responsible for protecting the drinking water supply from contamination or pollution which could result from improper plumbing practices. The purpose of this service agreement is to notify each customer of the plumbing restrictions which are in place to provide this protection. The District enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the District will begin service. In addition, when service to an existing connection has been suspended or terminated, the District will not re-establish service unless it has a signed copy of this agreement.

- II. **PLUMBING RESTRICTIONS.** The following unacceptable plumbing practices are prohibited by State regulations.
 - A. No direct connection between the public drinking water supply and a potential source of contamination is permitted. Potential sources of contamination shall be isolated from the public water system by an air-gap or an appropriate backflow prevention device.
 - B. No cross-connection between the public drinking water supply and a private water system is permitted. These potential threats to the public drinking water supply shall be eliminated at the service connection by the installation of an air-gap or a reduced pressure-zone backflow prevention device.
 - C. No connection which allows water to be returned to the public drinking water supply is permitted.
 - D. No pipe or pipe fitting which contains more than a weighted average of 0.25% lead may be used for the installation or repair of plumbing at any connection which provides water for human use.
 - E. No solder or flux which contains more than 0.2 percent lead can be used for the installation or repair of plumbing at any connection which provides water for human use.

- III. **SERVICE AGREEMENT.** The following are the terms of the service agreement between Frisco West Water Control and Improvement District of Denton County (the "District") and _____ (the "Customer").
 - A. The District will maintain a copy of this agreement as long as Customer and/or the premises is connected to the District's water system.
 - B. Customer shall allow his/her property to be inspected for possible cross-connections and other unacceptable plumbing practices. These inspections shall be conducted by the District or its designated agent prior to initiating new water

service; when there is reason to believe that cross-connections or other unacceptable plumbing practices exist; or after any major changes to the private plumbing facilities. The inspections shall be conducted during the District's normal business hours.

- C. The District shall notify Customer in writing of any cross-connection or other unacceptable plumbing practice which has been identified during the initial inspection or the periodic reinspection.
- D. Customer shall immediately correct any unacceptable plumbing practice on his/her premises.
- E. Customer shall, at his/her expense, properly install, test, and maintain any backflow prevention device required by the District. Copies of all testing and maintenance records shall be provided to the District.
- F. Customer understands and agrees that the District does not guarantee any specific quantity or pressure of water for any purpose whatsoever and that the District is not liable to customer for failure or refusal to furnish any particular amount or pressure of water to Customer at any time.

IV. ENFORCEMENT. If Customer fails to comply with the terms of the Service Agreement, the District shall, at its option, either terminate service or properly install, test, and maintain an appropriate backflow prevention device at the service connection. Any expenses associated with the enforcement of this Service Agreement shall be billed to Customer.

CUSTOMER'S SIGNATURE: _____

DATE: _____

ADDRESS: _____

Exhibit "C"



Texas Commission on Environmental Quality
Form TCEQ-20700 - Instructions

General Instructions:

The purpose of form TCEQ-20700 Backflow Prevention Assembly Test and Maintenance Report (T&M Form) is to document the results of testing a backflow prevention assembly. The form can be completed in one of two ways:

1. The form can be printed and completed by hand, or
2. The form can be completed electronically through an electronic medium (tablet, laptop computer, etc.). The yellow areas on the form can be completed electronically.

NOTE: *The form is intended to be completed on-site while testing is occurring. If the form is completed electronically, the electronic device must also be on-site for proper use of this form.*

The form must be printed and signed by the Licensed Tester that performed the work, unless TCEQ approved electronic recording keeping is in use. The hardcopy original must be provided to the Public Water System (PWS) as specified in *Title 30 of the Texas Administrative Code 290.44(h)(4)(c)*.

Specific Instructions:

Please follow the instructions below when completing form TCEQ-20700:

1. Check boxes: If completing the form electronically, all check boxes can be selected to make the desired indication. Selecting a box will insert an "X" in the box.
2. When performing the test, if the "Initial Test" yields acceptable results, do not complete the "Repairs and Materials Used**" or "Test After Repairs" rows on the form.
3. Remarks: If completing the form electronically, the "Remarks" section of the form is expandable, which means the final report can be more than one page. All pages of the T&M Report must be submitted to the water system.
4. Testing completed by a licensed tester must be documented on one form. Any follow-up testing performed by a different tester must be documented on a separate form.

Things to remember:

1. Differential pressure gauges:
 - a. In order to prevent contamination, gauges used on potable water backflow prevention assemblies must **not** be used to test non-potable backflow prevention assemblies.
 - b. Gauges need to be tested for accuracy annually and that date plus the serial number and other gauge information must be correctly recorded on the form. This allows Public water systems to ensure that the gauges are in compliance.
2. Annual testing of backflow prevention assemblies (those installed to protect against health hazards) or differential pressure gauges is to occur no more than 12 months from the last test date.
3. A tester's license is based on the testing procedures described in the University of Southern California's 10th edition manual. These procedures are expected to be used when testing backflow prevention assemblies.

Texas Commission on Environmental Quality
BACKFLOW PREVENTION ASSEMBLY TEST AND MAINTENANCE REPORT

The following form must be completed for each assembly tested. A signed and dated original must be submitted to the public water supplier for recordkeeping *purposes:

NAME OF PWS:	
PWS ID#:	
PWS MAILING ADDRESS:	
PWS CONTACT PERSON:	
ADDRESS OF SERVICE:	

The backflow prevention assembly detailed below has been tested and maintained as required by commission regulations and is certified to be operating within acceptable parameters.

TYPE OF BACKFLOW PREVENTION ASSEMBLY (BPA):			
<input type="checkbox"/>	Reduced Pressure Principle (RPBA)	<input type="checkbox"/>	Reduced Pressure Principle-Detector (RPBA-D)
<input type="checkbox"/>	Double Check Valve (DCVA)	<input type="checkbox"/>	Double Check-Detector (DCVA-D)
<input type="checkbox"/>	Pressure Vacuum Breaker (PVB)	<input type="checkbox"/>	Spill-Resistant Pressure Vacuum Breaker (SVB)

Manufacturer:		Size:	
Model Number:		BPA Location:	
Serial Number:		BPA Serves:	

Reason for test:	New <input type="checkbox"/>	Existing <input type="checkbox"/>	Replacement <input type="checkbox"/>	Old Model/Serial #
Is the assembly installed in accordance with manufacturer recommendations and/or local codes?				<input type="checkbox"/> Yes <input type="checkbox"/> No
Is the assembly installed on a non-potable water supply (auxiliary)?				<input type="checkbox"/> Yes <input type="checkbox"/> No

	Reduced Pressure Principle Assembly (RPBA)			PVB & SVB	
	DCVA		Relief Valve	Air Inlet	Check Valve
	1 st Check	2 nd Check***			
Initial Test	Held at ___ psid	Held at ___ psid	Opened at ___ psid	Opened at ___ psid	Held at ___ psid
Date:	Closed Tight <input type="checkbox"/>	Closed Tight <input type="checkbox"/>	Did not open <input type="checkbox"/>	Did not open <input type="checkbox"/>	Leaked <input type="checkbox"/>
Time:	Leaked <input type="checkbox"/>	Leaked <input type="checkbox"/>		Did it fully open (Yes <input type="checkbox"/> /No <input type="checkbox"/>	
Repairs and Materials Used**					
Test After Repair	Held at ___ psid	Held at ___ psid	Opened at ___ psid	Opened at ___ psid	Held at ___ psid
Date:	Closed Tight <input type="checkbox"/>	Closed Tight <input type="checkbox"/>			
Time:					

*** 2nd check: numeric reading required for DCVA only

Differential pressure gauge used:	Potable: <input type="checkbox"/>	Non-Potable: <input type="checkbox"/>
Make/Model:	SN:	Date tested for accuracy :

Remarks:	

Company Name:	Licensed Tester Name (Print/Type):	
Company Address:	Licensed Tester Name (Signature):	
Company Phone #:	BPAT License #	
	License Expiration Date:	

TEST RESULT
PASS <input type="checkbox"/>

The above is certified to be true at the time of testing.
* TEST RECORDS MUST BE KEPT FOR AT LEAST THREE YEARS [30 TAC §290.46(B)]
** USE ONLY MANUFACTURER'S REPLACEMENT PARTS

FAIL

Exhibit "D"



APPLICATION FOR TEMPORARY HYDRANT METER

Company Name(s): _____ Tax ID # _____

Location of Meter: _____ Meter Set Date: * _____

Billing Address: _____ Main Phone #: _____

Billing Contact Person: _____ Phone #: _____

Email Address: _____

Transferring Meter (within the same district only):

Transferring **from** location: _____ Transfer Date*: _____

Transferring **to** location: _____

***Service Connections and Transfers are Monday - Thursday ONLY.
24-hour notice is required. No service connections on Holidays.**

PLEASE CHECK ONLY ONE:

_____ Deposit \$1000 (Paid at time of application)

_____ Meter Transfer Fee \$50.00 for each relocation (Paid at time of request)

PLEASE INITIAL EACH:

_____ Minimum Monthly charge - I understand that \$100 will be assessed (even if there is no consumption)

_____ I understand the per 1000 gallons tiered rate structure provided to me at time of application

_____ I have read TERMS OF ISSUANCE, signed and attached to this application

_____ Copy of Company Representative Driver's License attached

Company Signature: _____ Todays Date: _____

For office use only

Customer Service Rep:		Account #:	WO#:
Connection	Deposit \$1000.00	Check #:	Meter#:
Transfer	Transfer \$50.00	Check #:	Reading:
Backflow S/N #:			Backflow Test Date:



TERMS OF ISSUANCE TEMPORARY FIRE HYDRANT METER

The following is required to obtain a temporary fire hydrant meter:

1. A completed application that includes company name, billing address, billing contact person and phone numbers, a \$1000 deposit, paid to the District and a copy of the Company Representatives driver license or State issued ID.
2. The District Operator shall approve proposed location for fire hydrant meter placement.
3. Fire hydrant meters will NOT be installed on Fridays or any day prior to a holiday.
4. The District Operator will lock the fire hydrant meter to the approved hydrant upon installation. If the meter needs to be relocated to another hydrant, the customer will pay a \$50 fee in advance (to Frisco West WCID) each time the meter is relocated.
5. The fire hydrant meter is used to provide water service for construction purposes only; domestic use of water may not be taken from a fire hydrant meter.
6. All water usage MUST be metered. Bypassing the meter or using another water source other than the approved fire hydrant and hydrant meter is a criminal offense. Violators will be prosecuted.
7. A 2" gate valve is installed on the meter. Inframark will install the meter with the initial and final backflow inspection and lock the meter to the hydrant. The fire hydrant will be opened once at the beginning of each workday and will be shut off after each use at the end of the work day by the contractor. Only a spanner wrench/fire hydrant wrench will be used. The fire hydrant will be CLOSED slowly to prevent water hammer. Water service during any work day shall be utilized by opening and closing the 2" gate valve.
8. A 2" reduced pressure zone (RPZ) assembly is required to prevent contamination of the water supply and is installed on the meter. The RPZ is required regardless of air gap, etc.
9. The meter will be read and billed monthly by the District Operator. Any invoice that is not paid by the cut-off date will result in the meter being removed and a \$50.00 re-installation fee must be paid to have the meter re-installed.
10. Failure to comply with any of the requirements listed will result in the loss of deposit and the meter will be removed from the hydrant. The customer will be responsible for all damages to the hydrant, meter and backflow device, as well as, lost or stolen meters. Lost or stolen meters (even by a third party) will result in total deposit forfeiture.
11. When the fire hydrant meter is no longer needed, a written request must be given to the District Operator to have the meter removed and the account closed.
12. The fire hydrant, fire hydrant meter and backflow device will be inspected for any damages before issuing a deposit refund. The deposit will be used to correct an issues caused by the contractor. The contractor must provide proper billing contact and address.

Company Signature: _____ Todays Date: _____

Monthly In-District Fire Hydrant Rates per Fire Hydrant Meter

Monthly Meter Fee: \$100

Water Commodity Charge (per 1,000 gallons)

Gallons Used	Commodity Charge
First 5000	\$2.50
5001-10000	\$3.50
Over 10,000	\$4.50

Exhibit "E"

Rule 1.01 Erosion and Sedimentation Controls

- (a) **Erosion and Sedimentation Controls Required.** Contractors, Builders and all owners of a lot subdivided by plat recorded in the official public records of Denton County, Texas ("Lot") shall comply with all Environmental Protection Agency ("EPA") and Texas Commission on Environmental Quality ("TCEQ") regulations regarding stormwater, and shall install and implement sound and effective stormwater, erosion and sediment control measures. All temporary sediment and erosion control measures must be completed prior to the commencement of any development or construction activities on any Lot or construction site.
- (b) **Maintenance.** Contractors, Builders and Lot owners shall constantly maintain erosion and sediment control measures in proper condition to ensure that such controls function in a sound and effective manner, and may rely on the City of Austin's Environmental Design Criteria Manual as a guide to proper maintenance.
- (c) **Containment of Construction Debris.** The dumping of construction debris, refuse and dirt (collectively "Construction Debris"), and the washout of construction vehicles and equipment, is prohibited on any property (public or private) other than the Lot for which the material is designated. All Contractors and Builders must maintain on the construction site a sufficient, secure container for the disposal of Construction Debris at all times during any construction activity within the District. All Construction Debris must be placed within the approved containers and properly managed.
- (d) **Storage of Construction Materials.** Construction Debris, dirt, mud and other construction materials may not be stored or accumulated on any street right-of-way within the District or District facility.
- (e) **Repair or Replacement by District.** The District's Board authorizes the General Manager to repair or replace defective sedimentation and erosion control measures, and any damaged District facility or facilities that are not repaired by the responsible Contractor or Builder after the General Manager notifies the Contractor or Builder of a Violation. In addition to any civil penalty issued by the District, the District's Board authorizes the General Manager to issue an invoice for Restoration Costs (defined below) incurred by the District in such repair or replacement.
- (f) **Responsibility for Failure to Comply.** Any Builder that fails to implement or maintain sediment and erosion controls in accordance with this Rule shall be responsible for damage to any District facilities due to erosion or stormwater runoff, and shall repair any such damage immediately under the supervision of a District Representative. Builders and Lot owners shall be responsible to the District for the failure of any of their respective Contractors to comply with the requirements of this Rule.
- (g) **Erosion Control Inspections.** The District or General Manager or the District's consultants may conduct inspections of all sediment and erosion control measures, including,

without limitation, verification of silt fencing, inlet protection and containment of Construction Debris ("Erosion Control Inspections") on a regular or periodic basis.

Rule 1.02 Additional Requirements for Single Family Residential Projects

a) Deposits. Builders of Single Family Residences ("Single Family Residence") within the District shall fund and maintain a builder deposit. Builder deposits may be applied to pay Inspection Costs, Civil Penalties, Abatement Costs and Restoration Costs (defined below), as applicable, if payment for such costs has not been received within thirty (30) days of issuance of a written invoice or request for payment by the District.

b) Quarterly Meetings. The General Manager and District's Engineer will be available for quarterly meetings with all Builders. All Builders are encouraged to attend, but failure to attend will not constitute a Violation of these Rules.

Rule 1.03 Violations

a) Any person that violates or otherwise fails to comply with any Rule set forth herein, or commits an act described herein as a "Violation", commits a violation of these Rules ("Violation").

Rule 1.04 Enforcement Procedure

(a) Notice of Violation. The District's Board authorizes the General Manager to send written notice of a Violation to any Customer or other person that commits a Violation, without further action by the Board. Notwithstanding the foregoing, the General Manager or other District Representative may elect to provide notice of a violation verbally if such Violation is observed during an Erosion Control Inspection or any other inspection. Any notice of Violation, whether issued in writing or verbally, shall be referred to herein as a "Notice of Violation".

(b) Contents of Written Notice of Violation. A written Notice of Violation shall set forth the following: (1) a description of the Violation and identification of the Rule that has been violated; (2) the date the Violation occurred or was observed; (3) that the Violation may be contested at the next scheduled Board meeting; (4) the name and contact information of the District Representative that may be contacted to discuss the Notice of Violation; and (5) the date the Violation must be abated or cured in order to avoid further District action, if applicable. A written Notice of Violation may include notice of multiple violations committed by the same person. A written Notice of Violation may be issued by certified mail, hand delivery, or electronic mail.

(c) Compliance Inspection. If applicable, the General Manager shall inspect the Violations cited in a Notice of Violation not later than five business (5) days after the date of issuance by the General Manager of the Notice of Violation to determine whether the Violation has been cured or abated ("Compliance Inspection"). If the Violation has not been cured or abated, or the Violation has reoccurred, the failure to cure or abate such Violation shall constitute an additional Violation and the General Manager may issue an additional Notice of Violation. The General Manager may continue to conduct Compliance Inspections

until the Violation has been cured or abated to the General Manager's satisfaction, and is no longer reoccurring. To the extent that a Violation is incapable of cure or abatement within five (5) days, notwithstanding reasonable and diligent efforts, the General Manager may negotiate and present to the Board for approval a compliance agreement providing for the cure or abatement of the Violation.

(d) Opportunity to Address Board. Any Customer or other person that has received a Notice of Violation will have the right to contest the Violation or any action of the District in connection therewith at a scheduled Board meeting. The General Manager or other applicable District Representative will have the opportunity to discuss and present evidence of the violation at the meeting, and the person contesting the Violation will have the opportunity to respond and present evidence to the Board at such meeting. If the person accused of the Violation does not appear to be heard on the Violation, the right to contest the Violation will be deemed waived.

(e) Evidence of Violation. Any evidence of a Violation, including without limitation photographs, reports, witness statements, affidavits and other records obtained or prepared by the General Manager will be made available to a person accused of a Violation upon written request.

Rule 1.05 Penalties and Remedies

(a) Civil Penalties. The General Manager is authorized by the Board to impose civil penalties in accordance with the schedule of civil penalties adopted set forth in **Appendix 2** ("Penalty Schedule"), for any Violation. No Board action is required prior to the imposition of a civil penalty by the General Manager, provided that the amount of the civil penalty is supported by the Penalty Schedule or expressly set forth in another Rule. In the event that a person commits a Violation for which no civil penalty has been authorized in the Penalty Schedule or otherwise expressly set forth in another Rule, the General Manager shall present the Violation to the Board with a recommended civil penalty. The civil penalty for any individual Violation shall not exceed the jurisdiction of a justice court as provided by Texas Government Code § 27.031. A civil penalty issued hereunder may be enforced by complaint filed in the appropriate court of jurisdiction in Denton County, Texas. If the District prevails in a suit to enforce its rules, it may in the same action recover reasonable fees for attorneys, expert witnesses and other costs incurred. In addition to the imposition of a civil penalty by the General Manager, the Board may exercise its rights to pursue any other enforcement remedies set forth in this Rule or otherwise available at law or in equity.

(b) Recovery of Costs and Damages. In addition to any civil penalty or other remedy imposed hereunder, a person that commits a Violation is responsible and liable for any and all costs, expenses, fees, fines, penalties, and damages incurred by the District as a result of such Violation, including any Abatement Costs (as defined below), together with all costs necessary to restore any District facilities or other property of the District damaged as a result of such Violation to their respective conditions prior to the Violation (collectively, "Restoration Costs"). Restoration Costs may be invoiced separately, or invoiced on an applicable penalty invoice, and in either case shall be payable in accordance with the payment provisions related to penalty invoices. The General Manager is authorized to issue

invoices for Restoration Costs without the further approval of the Board if expressly authorized by these Rules.

(c) Abatement of Violation by District. The General Manager shall have the authority to take such actions as are reasonable and necessary to cure or abate a Violation if: (1) expressly authorized by these Rules; or (2) a Customer fails to cure or abate a Violation within the time permitted after the issuance of a second Notice of Violation. In either case, the person that committed the Violation shall be responsible and liable for the costs incurred by the District in the cure or abatement of the Violation, including without limitation, administrative, legal, engineering, laboratory, materials, construction, repair, replacement, and maintenance costs, plus a fifteen percent (15%) administrative fee (collectively, "Abatement Costs"). Abatement Costs may be invoiced separately, or invoiced with an applicable penalty invoice, and in either case shall be payable in accordance with the payment provisions related to penalty invoices. Provided, however; the Board or the General Manager may waive the administrative fee.

(d) Civil Action to Enforce Rules. Pursuant to Texas Water Code § 49.004, the District may enforce its rules by a civil suit filed in the appropriate court of jurisdiction in Denton County, Texas. Under Texas Water Code § 51.128, the District's Rules are recognized by the courts in the same manner as penal ordinances of a city, which may be enforced by a civil action under Texas Local Government Code § 51.128. If the District prevails in a suit to enforce its rules, it may in the same action recover reasonable fees for attorneys, expert witnesses and other costs incurred.

(e) Criminal Prosecution. Pursuant to Texas Water Code § 51.128, a person who commits a Violation of these Rules commits a criminal offense classified by statute as a Class C misdemeanor, and such person may be prosecuted for such offense in a Justice Court or Municipal Court under Articles 4.11 and 4.14 of the Texas Code of Criminal Procedure. Any Violation may be reported to local authorities and/or prosecutors. Persons prosecuted for violation of these Rules and Regulations shall also be subject to any additional federal, state, and local criminal and penal provisions.

(f) Report to Regulatory Authorities. The District may report a Violation of any legal requirement to appropriate governmental authorities, including without limitation the United States Fish and Wildlife Service, TCEQ, the Public Utility Commission of Texas, the Town of Little Elm and Denton County.

(g) Peace Officers. The District may contract for or employ its own peace officers with power to make arrests when necessary to prevent or abate the commission of offenses of these Rules of the District, damage to property owned, controlled or operated by the District, and any offenses against the laws of the State.

(h) Remedies Cumulative. All penalties accruing under this Rule 1.01 are cumulative and a suit for the recovery of any penalty does not bar or affect the recovery of any other penalty or remedy, or bar any criminal prosecution, against any Customer or other person.

Schedule of Civil Penalties

Category	District Rule(s)	Amount of Civil Penalty Authorized		
		1st Violation	2nd Violation	Other Violations
Erosion Control	1.01	\$500.00	\$750.00	\$750.00

Exhibit "F"

§24.173. Late Fees and Disconnections During an Extreme Weather Emergency for Nonpayment.

- (a) Applicability. This section applies to a retail public utility that is required to possess a certificate of convenience and necessity to provide retail water or sewer utility service under §24.225 of this title, (relating to Certificate of Convenience and Necessity (CCN) Required) an affiliate of such a retail public utility, and a district or affected county that provides retail water or sewer utility service.
- (b) Definitions. The following words and terms, when used in this section, have the following meanings, unless the context indicates otherwise:
 - (1) Affected customer -- a customer of an entity to which this section applies that receives retail water or sewer service from that entity in an area experiencing an extreme weather emergency and has a bill due during the extreme weather emergency.
 - (2) Extreme weather emergency -- a period beginning when the previous day's highest temperature in an area did not exceed 28 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Service reports for that area. For purposes of this section, an extreme weather emergency is over on the second business day the temperature exceeds 28 degrees Fahrenheit.
 - (3) Payment schedule -- an agreement between an entity to which this section applies and an affected customer that allows the customer to pay, in one or more installments, an unpaid bill due during an extreme weather emergency after its due date.

- (c) Prohibited actions. An entity to which this section applies is prohibited from imposing a late fee on, or disconnecting the retail water or sewer service of, an affected customer for nonpayment of a bill that is due during an extreme weather emergency until after the extreme weather emergency is over.
- (d) One-time notice. On or before January 31, 2023, an entity to which this section applies must provide to each water or sewer customer a one-time written notice of the requirements of this section.
 - (1) The written notice must be in plain English and Spanish and inform the customer that its retail water or sewer service provider is:
 - (A) prohibited from imposing late fees or disconnecting retail water or sewer service for nonpayment of bills that are due during an extreme weather emergency until after the emergency is over;
 - (B) required to offer a payment schedule to a requesting affected customer for unpaid bills due during an extreme weather emergency; and
 - (C) prohibited from disconnecting the retail water or sewer service for nonpayment of bills due during an extreme weather emergency of an affected customer that has requested a payment schedule until after the payment schedule has been offered and the affected customer has either declined to accept the payment schedule in a timely fashion or violated the terms of the payment schedule.
 - (2) The written notice may be provided as a billing insert or a separate communication, and must be delivered by first class mail, hand delivered, or

provided electronically to affected customers that have agreed to receive communications electronically.

(3) Commission staff may develop standard notice language in English and Spanish and post the standard notice language on the commission's website. An entity may use this standard notice language as part of its written notice to comply with paragraph (I) of this subsection.

(e) Payment schedule. An affected customer may request to establish a payment schedule for unpaid bills that are due during an extreme weather emergency. An entity to which this section applies that receives such a request within 30 days from the date the extreme weather emergency ends must offer the requesting affected customer a payment schedule and a deadline for accepting the payment schedule. A payment schedule may be established in person, by telephone, or online, but all payment schedules must be reduced to writing and provided to the customer.

(1) A payment schedule offered under this subsection may:

(A) include a finance charge, conspicuously stated on the payment schedule, for late fees on the payment schedule not to exceed an annual rate of 10 percent simple interest; and

(B) require payment in one or more installments.

(2) A payment schedule offered under this subsection must:

(A) be written in plain language in English and, if requested, Spanish;

(B) identify the total amount due, and, if payment is to be made in multiple installments, the number of installments and the amount of each installment;

- (C) the deadline for payment, or if payment is to be made in multiple installments, the deadline for each installment;
 - (D) identify the dates the extreme weather event occurred, and the due dates and amounts owed of any bills that were due during the extreme weather event; and
 - (E) include a statement, in a clear and conspicuous type, that states "If you are not satisfied with this agreement, or if the agreement was made by telephone and you feel this does not reflect your understanding of that agreement, contact (insert name and contact information of service provider)."
- (3) An entity to which this section applies is prohibited from disconnecting the retail water or sewer service for nonpayment of bills due during an extreme weather emergency of an affected customer that has requested a payment schedule until after the payment schedule has been offered and the customer has either declined to accept the payment schedule in a timely fashion or violated the terms of the payment schedule. Any preexisting disconnection notices issued to an affected customer for nonpayment of a bill due during an extreme weather emergency are suspended upon the timely request for a payment schedule under this subsection. If the affected customer does not timely accept the offered payment schedule or violates the terms of the payment schedule, any suspended disconnection notices are reinstated, and the entity may renegotiate the terms of the payment schedule or disconnect service on or after the disconnection date listed on the disconnection notice. If the affected customer does not timely accept the offered payment

schedule or violates the terms of the payment schedule and there is not a preexisting disconnection notice, the entity must issue a disconnection notice under §24.167 of this title (related to Discontinuance of Service) prior to disconnecting the water or sewer service of the affected customer.